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Chief Information Officer's Section
Office of the Governor
State of Utah

July 29, 2002

State Email Consolidation Charter

Sponsors: The Chief Information Officer (CIO) and the Information Technology Policy and Strategy Committee (ITPSC)

Category: Enterprise Information Technology Consolidation

Purpose: The purpose of this project is to consolidate email administration within the Division of Information Technology Services (ITS). This consolidation will:
- reduce the level of effort by agency staff in administering email servers,
- eliminate separate agency GroupWise licensing costs,
- maintain and/or improve email performance,
- improve synchronization, and PDA access,
- provide engineered redundancy and fail over for improved reliability,
- and reduce overall email administrative and infrastructure costs to the State.

Scope: This charter covers email services provided to State agencies excluding the State Office of Education, and the judicial branch of government.

Team Membership: The proposed team was chosen to represent different types of users with different needs including document management concerns, caching users, expire and reduce policies, full retention policies, users on shift work, external (remote) users, PDA users, and FAX users. Agency heads are free to select other team members.

CIO/ITS Executive Contact: Bob Woolley (Chief Technical Architect)

Project Executive:
Darrus McBride (ITS)

Novell:
Tay Kratzer (Novell GroupWise PSE)

Agency Engineering Team:

Eva Cornish (ITS)	Tom Carney (Workforce Services)
Doug Law (ITS)	Kathy Kirtz (DCED)
Kelly Warren (ITS / Ogden Regional Center)	Mike Hussey (Governor's Office)
Ryan Walker (Environmental Quality)	Sandy Kaszowski (Human Services)
Mike Tyrrell (Public Safety)	Bruce Lamb (State Hospital)
Devin Calcut (Corrections)	Bart Mason (Office of Recovery Service)
Bart Purser (Tax)	Doug Brown (Health)
Cari Eubanks (Transportation)	Paul Gedge (Natural Resources)
Steve Farr (Attorney General)	Chris Calcut (Legislature)

Background: A centrally administered email service administered by ITS was a recommendation for service consolidation from the IT Process group meetings sponsored by the Governor and the CIO, and subsequently presented to the Governor as a consensus "do it now" implementation.

Authority and Scope of Decision Making: The project executive will have full authority to administer the project, make staffing recommendations, and make necessary server and configuration recommendations pursuant to the suggestions of the agency engineering team. The Chief Technical Architect, and the CIO with the agreement and support of the ITPSC will approve matters of statewide policy and procedural changes. The CIO will approve all final engineering recommendations.

Deliverables: The principle deliverable will be a consolidated email service that will reduce overall email administrative and infrastructure costs to the State, and improve performance and reliability. In addition the project will also provide:

- A product definition for the email product as a component of the ITS Network Services Product.
- A detailed technical and operational plan for consolidation of existing email services that is consistent with related agency email service needs.
- A management and personnel plan for ongoing administration of email post office services by ITS, with appropriate provisions for agency email client support, comments and recommendations.
- A financial analysis comparing the initial impact analysis benchmark and projected results with actual implementation and ongoing operational costs.

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Outcomes and Performance Measures: The principal outcomes of the email consolidation project and associated measurements will include the following:

- Email is working as well or better than prior to the email consolidation as evidenced by comparing pre-consolidation metrics with post consolidation metrics.
- Staffing targets and necessary transfers to ITS have been approved by the Cabinet, IT Commission, and Executive Appropriations.
- Email server resources have been significantly reduced with adequate capacity to accommodate email growth and provide improved reliability as measured by standard capacity and performance metrics.
- Projected savings from the consolidation project are within 10% of initial email consolidation financial targets.
- Agencies have realized opportunities for staff reassignments based on centralized email server administration.

Reporting Requirements and Special Provisions: the CIO will provide periodic project reports to the Cabinet and the ITPSC.

Project Duration and Tenure: Following approval of the email Charter, the project will have three phases with the following timelines:

- An email product plan will be created and approved by the Project team and CIO on or before August 31, 2002. The CIO will communicate the email product plan to the cabinet.
- A Pilot Consolidation Project for all Capitol Hill Agencies will commence following approval of the Pilot project and conclude based upon Project Team recommendations.
- Pending approval of Pilot project results by the CIO, the ITPSC and the Cabinet, the remainder of the project will commence and be concluded based on a schedule recommended by the email Project Team.

References and Approvals:
Interim Date: July 29, 2001
State Technical Architect Approval Date: Pending
CIO Approval Date: Pending
Cabinet Approval Date: Pending
ITPSC Presentation Date: Pending
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